

EMPLOYMENT OPPORTUNITY

20 East Sixth Street • Tempe, Arizona 85281 • 480/350-8276 • TDD 480/350-8400
<http://www.tempe.gov>

Committed to Equal Opportunity and Reasonable Accommodation



TRANSIT OPERATIONS COORDINATOR I/II

(Public Works/Transit)

OPENING DATE: March 27, 2006

CLOSING DATE: Open until the needs of the City are filled. First review of applications will be **Monday, April 10, 2006**; position may close at that time.

ANNUAL SALARY RANGE:

I: \$43,025 - \$58,081

II: \$47,488 - \$64,103

This position is FLSA Exempt - ineligible for overtime compensation and/or compensatory time.

Employees in this position are represented by the Service Employee International Union (SEIU)

Please note that the position is a flex-class. Opportunity to advance to the higher classification is based upon the distinguishing characteristics and responsibilities listed below and within the complete job description which can also be viewed at <http://www.tempe.gov/hrcc/docs>. Initial hire is normally at the Transit Operations Coordinator I-level.

MINIMUM QUALIFICATIONS

Level I: requires the equivalent of two years of full-time, transit related experience in one or more of the following areas: transit planning or operations, quality assurance, bus maintenance, scheduling, or intelligent transportation systems. **Level II:** requires the equivalent of three years of full-time, transit related experience in one or more of the following areas: transit planning or operations, quality assurance, bus maintenance, scheduling, or intelligent transportation systems. **Both levels** require the equivalent to an Associate's degree from an accredited college or university with major course work in transportation planning, urban planning, engineering, public affairs/administration, or a related field. A Bachelor's degree is desirable.

APPLICANT REQUIREMENT

In addition, requires the possession of, or ability to obtain, an appropriate, valid Arizona's driver's license. If requesting Veteran's Preference, the appropriate DD214 must be attached at the time of application.

REPRESENTATIVE DUTIES

(For the complete job description go to: <http://www.tempe.gov/hrcc/docs>)

- Coordinate operations for local fixed route, ASU/Tempe Flash system, and the neighborhood circulator system. Work directly with contractor staff on operations planning, implementation, and problem resolution. Monitor and inspect contractor operations so that transit service is provided in a manner appropriate to contractual specifications and city standards.
- Resolve customer service complaints regarding both transit service and bus stop infrastructure; manage customer contact database. Facilitate operational solutions with contractor as needed.
- Manage work order process for the installation, maintenance, and removal of bus stops and associated amenities.
- Collaborate with transportation communications staff and regional partners on public information development, dissemination, and physical distribution.
- Maintain a variety of informational databases on the city's bus fleet, customer complaints, bus stops, and additional assets; coordinate the procurement and installation of various transit related products such as security cameras, bicycle racks, painting, bus wraps, on-board information racks, decals, destination signs, schedule holders for bus stops, other items as needed.
- Assist with the development and implementation of contract monitoring methods to ensure contract compliance and superior customer service; assist in the planning, development, evaluation and modification of fixed routes and neighborhood circulators; assist with the public involvement processes associated with service improvements, modifications, and reductions.

- Participate in meetings with contracted private sector companies, other public agencies and city departments to address transit related issues, needs and improvements.
- Prepare a variety of internal reports and recommendations, and assist in the administration of a comprehensive transit/transportation planning program; participate in the planning and operational phases of transit and/or park-and-ride shuttle operations in approximately twenty annual city events of varying size and complexity.

Duties for the Coordinator II position include all duties noted for the I-level, but also include the following:

- Identify and analyze operational issues related to local fixed route, Flash, and neighborhood circulator systems; recommend and implement solutions to resolve system issues as appropriate.
- Develop capital and operating asset needs for local fixed routes, ASU/Tempe Flash, and the neighborhood circulator services.
- Prepare a variety of internal and external quantitative and/or narrative reports regarding transit services (e.g., planning, scheduling, operations, contractor performance), assets, and complaint trends.
- Develop proactive strategies to ensure the protection, preservation and proper maintenance of transit assets including buses, city assets in contractor possession, transit centers, and bus stop facilities and equipment by monitoring, tracking, inspecting problems as well as developing preventative measures.
- Assist in the preparation and administration of transit service contracts including local fixed route service, regional fixed routes and dial-a-ride services.
- Assist in the procurement and application, including the research and development of specifications, for buses and intelligent transportation system (ITS) components such as fare collection system, vehicle management systems, and automatic passenger counting system.
- Lead the planning and operational phases of transit and/or park-and-ride shuttle operations as required.
- Perform other related duties as assigned.

SELECTION CRITERIA

Applicants whose experience and training most closely suit the needs of the City may be selected for further testing/interviews. The City of Tempe conducts thorough background checks. **Falsifying information or lying during any stage of the selection/hiring process will make you ineligible for new or continued City employment.**

RECRUITMENT CODE: 2015

BRG/eab



City of Tempe / Application for Employment

City of Tempe / Human Resources / 20 East Sixth Street / Tempe AZ 85281 / (480) 350-8276 / TDD (480) 350-8400 / <http://www.tempe.gov>

The City of Tempe is an Equal Opportunity / Reasonable Accommodation Employer.

The City of Tempe Promotes a Drug and Alcohol Free Workplace.

DIRECTIONS:

Read the recruitment bulletin before completing this application - request a copy if not provided. Answer all questions completely including any supplemental forms. Type or print neatly in black ink. Sign this application and all other forms. Any omission, misstatement, or falsification may be cause for rejection of this application, removal of your name from an eligibility list, or discharge from City Service.

1. Position Applying For: _____ Recruitment Code (RC#): _____
2. Name (Last, First, Middle Initial): _____
3. Social Security Number: _____
4. Mailing Address: _____
Street Address City State Zip
5. Phone Number: HOME: _____ WORK: _____
6. Driver's License (Number, State, Class): _____
7. Are you a U.S. Citizen or a non-U.S. Citizen authorized to work in the United States? Yes No
8. Have you ever worked for the City of Tempe? Yes No If Yes, from _____ (Mo/Yr) to _____ (Mo/Yr)
If you are a current City of Tempe employee, are you: Temporary? Regular?
Have you completed your initial six (6) month probationary period? Yes No
9. To assist us with verifying previous work experience and /or education, please list other names you have gone by:

10. Type of position you will accept: Full Time Part Time Regular Temporary
11. Are you claiming Civil Service Preference for Veteran's under ARS 38-492:
 - As a qualified or disabled veteran? Yes No If yes, you must submit Form DD214, or certification from the Veteran's Administration.
 - As a spouse of an eligible veteran pursuant to ARS 38-492(D)? Yes No If yes, you must submit Form DD214, or certification from the Veteran's Administration.
12. Are you related to any member of the Tempe City Council or any Tempe Commission/Board Member, or any City of Tempe employee? Yes No If Yes, indicate his/her **Name, Position, and Relationship to you:**

DO NOT WRITE BELOW THIS LINE - TURN PAGE AND CONTINUE

Q ☐ NQ ☐ A ☐ B ☐ C ☐ Application Entered ☐

HR Review ☐

Date

Department Review ☐

Date

Proof of Education and/or Professional Registration(s), License(s), and Certification(s) will be required prior to hire/promotion.

13. Do you have a High School Diploma or a G.E.D.? Yes No

14. Education from an **Accredited** College/University:

College:	Major:	Type of Degree:	Degree Completed:	Credit Hours:
			Yes No	
			Yes No	
			Yes No	
			Yes No	

15. Trade and/or Technical Schools:

Trade/Technical School:	Subject Studied:	Type of Degree:	Degree Completed:	Credit Hours:
			Yes No	
			Yes No	

16a. Professional Registration(s), License(s), and/or Certification(s) you possess ***that relate to this position:***

Type of Professional Registration, License, and/or Certification:	License Number (if applicable):	Date Received:	Expiration Date (if applicable):

16b. Special training ***that relates to this position:***

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17. List computer software program(s) with which you are proficient in operating ***that relate to this position:***

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18. List equipment with which you are proficient in operating ***that relate to this position:***

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19. Language Proficiency (Other than English):

Language:	Speak:	Read:	Write:
	Yes No	Yes No	Yes No
	Yes No	Yes No	Yes No
	Yes No	Yes No	Yes No

20. **May we contact your current employer if you are considered for hire/promotion?** Yes No

You may make copies and use as many of these sheets as necessary to continue your employment history.

Begin with your present or most recent position. List all jobs, paid or volunteer, for at least the past ten years. Your qualifications will be evaluated ***solely*** on the application form and, if applicable, any supplemental questionnaire(s).

RESUMES MAY **NOT** BE SUBSTITUTED FOR THE REQUESTED INFORMATION.

DO NOT WRITE "SEE RESUME" IN THE SPACES BELOW.

Employer:	Type of Business:
Address:	Phone:
Job Title:	Number of Employees Supervised:
Supervisor (Name/Title/Phone):	
Employment Dates: from (Mo/Yr) to (Mo/Yr)	Total Time Employed: Yrs Mos
Hours Per Week:	Present/Ending Wage: \$ Per
Work Performed:	
Reason for Leaving:	

Employer:	Type of Business:
Address:	Phone:
Job Title:	Number of Employees Supervised:
Supervisor (Name/Title/Phone):	
Employment Dates: from (Mo/Yr) to (Mo/Yr)	Total Time Employed: Yrs Mos
Hours Per Week:	Ending Wage: \$ Per
Work Performed:	
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Work Performed:	
Reason for Leaving:	

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Hours Per Week:	Ending Wage: \$ Per
Work Performed:	
Reason for Leaving:	

Employer:	Type of Business:		
Address:	Phone:		
Job Title:	Number of Employees Supervised:		
Supervisor (Name/Title/Phone):			
Employment Dates: from	(Mo/Yr)	to	(Mo/Yr)
Total Time Employed:		Yrs	Mos
Hours Per Week:	Ending Wage: \$		Per
Work Performed:			
Reason for Leaving:			

21. Have you ever been requested or forced to resign from a position for misconduct or unsatisfactory service?

Yes No If Yes, please explain:

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22. Have you ever been convicted of a **misdemeanor** or **felony** (other than minor/civil traffic offenses), placed on probation, fined or given a suspended sentence (include military trial convictions)?

Note: Reckless operation, hit-and-run, D.U.I., excessive speeding, and similar charges are NOT considered minor traffic offenses. Moreover, an excessive number of traffic violations (including minor/civil offenses) should be reported.

Yes No If Yes, provide charges, dates and locations:

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Convictions will not automatically bar an applicant from employment for City jobs. The relationship of the conviction to the job, as well as its severity, the passage of time, and subsequent job performance will all be considered.

PLEASE READ THIS STATEMENT AND CAREFULLY REVIEW YOUR ENTIRE APPLICATION MATERIAL .

I certify that all statements made on the application form and, if applicable, any supplemental questionnaire(s) are true and complete. I understand that any omission, misstatement, or falsification may be cause for rejection of this application, removal of my name from an eligibility list(s), and/or discharge from City Service. In addition, I authorize any individual, company, organization, or institution to release any and all information concerning statements made by me on this application, and I do hereby release all parties and individuals connected therewith from all liabilities for any damages whatsoever incurred in furnishing such information.

By checking this box and typing your name below, you certify that you have read and understand the above paragraph.

Print Applicant's Name: _____ Date_____

Applicant Signature_____ Date_____

The City of Tempe does not accept faxed copies of applications.



Voluntary Employment Data Record

Completing this form is optional. This information will be filed separately from your application and will not be used for recruitment purposes.

Position Applied for: _____ **RC#:** _____

Name: _____ **Date:** _____
Last First

Gender: Female Male

Disabled: Yes No

Ethnic Group:

White

Black

Hispanic

Asian

American Indian

Other

Age Group:

16 and under

17 – 20

21 – 29

30 – 39

40 +

Highest grade completed: _____

How did you hear about this position: _____